

CLAIMS PROCESS: LIFE INSURANCE

1. What is a claim?

It is a request made by named beneficiaries to an insurance policy for corresponding benefits following the death or injury of the insured, according to the provisions in the Policy Contract.

2. What are the types of claims?

- a) Death claims (basic plan)
- b) Disability claims (riders/supplements)
- c) Personal Accident claims
- d) Hospitalization claims
- e) Claim for Waiver of Premium

3. Who can file for a claim?

Beneficiaries named in the contract or their legal representatives, subject to presentation of required documents, can file for a death claim. Health insurance claim may be filed by the policy owner/insured.

4. Where can I file for a claim?

For Life Insurance Products:

Claims may be submitted at the following offices:

- a) AXA Philippines Head Office located at the GT Tower International, Ayala Ave. corner H.V. Dela Costa St., Makati City
- b) AXA Branch Offices nationwide
- c) Metrobank branches through an AXA Financial Executive

5. When can I file for a claim?

A claim may be filed anytime following the death, disability/injury/illness or hospitalization of the insured. Claims for riders are only possible if these are attached to the basic life insurance policy.

6. How do I file for a claim?

The following documents should be presented by the beneficiary:

- a) Duly accomplished Statement of Claimant Form
- b) Duly accomplished Attending Physician's Statement Form
- c) Original or Certified True Copy of Death Certificate duly registered with the Local Civil Registrar (LCR) or National Statistics Office (NSO)
- d) Original or Certified True Copy of Birth Certificates of insured and beneficiary/ies duly registered with the LCR or NSO
- e) One (1) primary ID or two (2) secondary IDs of claimant/s only
- f) Marriage certificate if the beneficiary is the spouse

If insured dies from an accident and policy has an Accidental Benefit Rider attached to the policy, in addition to the basic requirements stated earlier, you need to submit the following:

- a) Death Certificate – duly certified and must bear the proof of registration from LCR
- b) Official investigation report of PNP or NBI
- c) Written Affidavit of at least two (2) witnesses
- d) Autopsy report

You may obtain the Statement of Claimant Form and Attending Physician's Form from the following:

- a) Download from www.axa.com.ph
- b) AXA Branch Offices nationwide
- c) Metrobank branch through an AXA Financial Executive

Valid identification includes any of the following photo-bearing IDs with clear signature:

- a) Passport
- b) Driver's License
- c) PRC ID
- d) New SSS / GSIS / Voter's ID
- e) Unified ID

Or any two (2) of the following photo-bearing IDs with clear signature:

- a) Employment ID
- b) School ID
- c) ATM card / Credit Card

If the beneficiary is minor (i.e. below 18 years old), the following are the requirements:

- Claims amounting to PHP500,000 and below, a duly notarized Affidavit of Guardianship must also be submitted for us to release the benefit.
- For amounts over PHP500,000, in addition to the standard requirements, the following additional documents must be submitted:

- a) If the Guardian is the natural parent – A Guardianship Bond duly issued by the Regional Trial Court (RTC) with jurisdiction over the minor beneficiary's stated home address must be submitted by the surviving parent.
- b) If the Guardian is other than the natural parent – Letters of Guardianship duly issued by the Regional Trial Court (RTC) with jurisdiction over the minor beneficiary's stated home address must be submitted by the would-be guardian.

Claims may be submitted at the following offices:

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7. What does “contestable” and “incontestable” mean?

- Contestable claim means that the death occurs in less than two (2) years from the date of effectivity of the policy.
- Incontestable means that AXA Philippines cannot revoke your contract after two (2) years, provided that your policy is still in-force. Death by suicide only becomes a valid claim during this period.

8. What happens if the policy owner dies?

Proceeds will only be paid upon the death of the insured.*

If the owner dies, a new policy owner must be named. When a contingent owner is named in the application form, the latter will assume ownership. In the absence of a contingent owner, the insurance code states that the ownership of the policy will automatically be granted to the insured.

If the policy is issued with an attached Waiver of Premium rider or a Payor's Clause, on the owner's death, future premiums may be waived up to a period as stated in the policy contract.

**For life insurance policies only*

9. Can I apply for policy withdrawal?

Yes, policy withdrawal is available for Investment Linked Policies, subject to surrender charges and submission of complete requirements.

Your policy should have enough account value net of surrender charges.

For partial withdrawals, a minimum amount of USD400 or its peso equivalent should remain on your account value.

List of surrender charges:

Surrender rates for Axelerator and Life Basix

Year	Surrender Factor
1	100%
2	100%
3	25%
4	10%
5	5%
6+	0%

Surrender rates for AmbitionX

Year	Surrender Factor
1	8%
2	4%
3	2%
4	0%

Surrender rates for 3GX

Year	Surrender Factor
1-2	3.5%
3-4	3%
5	2%
6	1%
7	0%

10. How can I apply for full / partial withdrawal?

Step 1: Download and fill out the full/partial withdrawal forms. To expedite the release of the proceeds, ensure to complete the Payment Instructions Section on page 3 and indicate your complete bank account information.

Step 2: Accomplish the form and submit this together with a photocopy of at least 1 valid primary ID. For a list of valid IDs, you may refer to table below.

Primary ID

(require to submit any one (1) of these Valid ID's

1. Passport including those issued by foreign governments
2. Driver's licence
3. Professional Regulatory Commission (PRC) ID
4. Firearm's license
5. Immigration I-Card
6. SSS Card
7. GSIS e-Card
8. New Voter's ID
9. Tax Identification Number
10. OFW ID
11. Philhealth card
12. OWWA ID
13. Seaman's Book
14. NBI Clearance
15. Police Clearance
16. Photo-bearing Barangay ID/Clearance
17. Senior Citizen's Card
18. Government office and GOCC ID (e.g. AFP, HDMF, DepEd)
19. Alien Certification of Registration (ACR)/Immigrant Certificate of Registration (ICR)
20. Photo-bearing National Council for the Welfare of Disabled persons ID / Certification (NCWDP)
21. Photo-bearing DSWD ID/Certification
22. Integrated Bar of the Philippines (IBP) ID
23. Photo-bearing Credit Card
24. Photo-bearing HMO Card
25. Postal ID

Secondary or Substitute ID

any two (2) of the following IDs/documents issued by official authorities and private companies, at least one (1) is photo-bearing

1. Employment ID
2. School ID
3. Non-photo bearing Credit Card
4. Non-photo bearing HMO Card
5. ATM Card
6. Birthday Certificate

Note: At least one valid should be photobearing

Step 3: If your policy has “irrevocable” beneficiaries, please have them also sign the documents with a photocopy of at least 1 primary valid ID.

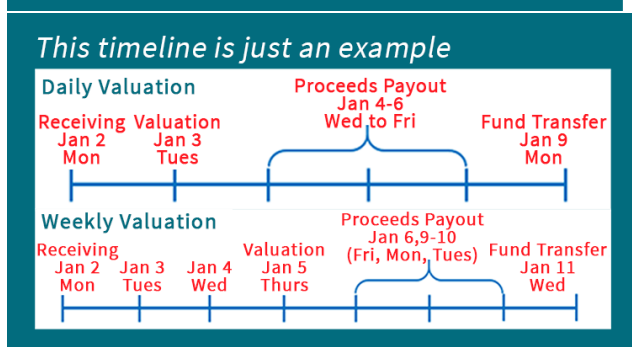
Step 4: Submit at least one (1) primary to your nearest AXA branch or to your advisor/Financial Partner. AXA may conduct a confirmation call-out. To avoid any delays, ensure to provide your complete and updated contact information.

Note: Please review the designation of your beneficiaries as shown on your policy contract whether “irrevocable” or “revocable”.

11. When will I get the full/partial withdrawal proceeds?

Proceeds will be paid out following the schedule below from the time of actual receipt of complete requirements by AXA Head Office:

Process	Cut-off Time/ Turn Around Time
Receiving	11 AM
Valuation	1 Business Day
Proceeds Payout	
Metrobank Fund Transfer	4 Business Day
Dollar Cash Withdrawal	7 Business Day
Telegraphic Transfer	6 Business Day
Cheque	11 Business Day



Notes:

- All requests received until 11:00 AM will be processed the same day. Please ensure that the information and documents needed from you are complete and original upon submission, otherwise, processing will be done once complete requirements are received.
- Please ensure that your contact information is updated as we may call you for verification.
- For cheque delivery, please consider possible delays in view of the courier's ability to locate your declared mailing address.
- Cheques are for deposit only.